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Dear DeKalb Resident:

What a difference a year makes. The COVID-19 pandemic undoubtedly created a renewed sense of purpose and global connectedness; and encouraged a greater awareness to examine the fundamental things in life that oftentimes go unappreciated. Let's reflect on the past year. As we transitioned to the 'new normal' of this changed world, our Division took extraordinary steps to ensure continuity of services based on the County's 'socially distant service delivery strategy.' Streamlining many aspects of our operations and service offerings remained our foremost priority, and we are delighted to share the highlights of our efforts.

We launched our first-ever bulky item/special collection request online platform that integrates a service request platform and third-party payment portal. Many of our methods for submitting service requests have been optimized through the implementation of various online service request platforms. We completed a major website overhaul toward a more user-friendly approach for navigating the site. We reached optimal staffing levels at our Customer Care call center, with a necessary telephone system upgrade to complement this staffing optimization.

Our automated side-loader (ASL) collection trucks were deployed within select garbage and recycling collection routes throughout the County. We engaged in an aggressive field collection team recruitment and training campaign to ensure adequate staffing levels for operating the ASLs and servicing our expanded collection service area of 2,500 households in the city of Doraville. A new landfill cell was opened at our Seminole Road Landfill in anticipation of our ever-increasing customer base. Construction of a second cell is underway. Our residential single-stream recycling program customer base experienced its largest year-to-year annual increase.

We spare no effort in this cause to embrace a changed world. Our team remains committed to serving you with courage, accountability, efficiency, integrity and resilience in 2021 and beyond.

At your service,



Tracy Hutchinson
Director - Sanitation Division • Beautification Unit